

Rehabilitation Consulting & Services,  
or RCS, is a full service business  
assistance program for North Dakota  
business owners and employers.  
Through RCS services, businesses can  
gain a critical advantage in today's  
highly competitive marketplace.

Our goal is to help business owners and employers find solutions to disability-related issues. Whether in staffing, education, tapping into financial incentives associated with hiring an

individual who has a permanent injury, illness, or impairment, or insuring accessibility to your goods or services, RCS can provide you with critical business options.

For most North Dakota businesses, these options mean opportunity.

Launched in 2001 as an initiative of North Dakota Vocational Rehabilitation, a unit of the North Dakota Department of Human Services, RCS represents a

real opportunity for business owners to build on their business or organizational success.

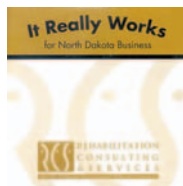
RCS is a professional business consulting program designed to assist business owners and employers in developing short- and long-term strategies regarding varying disability-related issues. Our consultants have extensive experience in this area and receive continuous training to ensure that they have the latest information and resources to aid your operation.

With regional offices located in the state's eight largest cities, RCS consultants provide outreach to every county in the state. Whether large or small, RCS services will prove beneficial to your business or organization. Through a network of Workforce Development partners, we can access information and services that will have a positive impact on your bottom line.

Our efforts go far beyond the typical business program. RCS consultants are active members of our communities. They can be found in many civic and service organizations working to better the communities in which they live. We are good stewards of the state and take our role seriously in helping North Dakota remain a "bright light" for economic development and a safe haven for the state's citizens.

Serving our clients, whether businesses with disability-related issues or individuals who have a permanent injury, illness, or impairment, is the primary focus of everything we do.

To view an overview of RCS services on CD, or to obtain additional information, contact the regional RCS office near you.



## STAFFING

Never has hiring the right employee been of more importance to North Dakota business owners and employers than today.

To reach the business and organizational success you are seeking, you need to tap into highly reliable and qualified job applicants who can put their diverse abilities to work for you.

With 42% of the national workforce eligible to retire within the next decade, and an accelerating medium age in North Dakota's population, finding the right employment match, hiring, and then retaining that employee is critical.

RCS programs are designed to aid you in finding the right match to fill your needs.

Finding and keeping good employees is a major challenge to today's employers. National studies show that individuals with disabilities have equal or higher job performance ratings, have higher retention rates and have lower absentee rates than employees without disabilities. Simple translation is that individuals with a permanent injury, illness, or impairment are often more reliable employees.

**Statistically Speaking,**  
individuals with disabilities have a

85% one-year employment retention rate  
90% average or better in performance rating  
86% average or better in attendance rating  
97% average or better in safety rating

**RCS programs are designed to aid you in  
finding the right match to fill your needs.**

Also,

82% of managers say employees with disabilities are not harder to supervise than those without disabilities.

A common misperception that many business owners and employers have is that individuals with disabilities are not well-educated or trained. Nothing could be further from the truth. Today, these individuals are more highly educated and have received far greater training than ever before.

Putting individuals with permanent injury, illness, or impairments to work is at the core of the RCS mission. Our consultants are experts in career development and rehabilitation and our services can:

Pre-screen potential qualified job applicants, and

Provide job testing and training to potential job applicants.



To gain this advantage, business owners and employers seek the right opportunity to effect the bottom line. RCS can show you how a progressive and proactive approach to insuring accessibility;

and by how employing individuals with permanent injuries, illnesses, or impairments, can have this desired effect through financial incentives.

First of all, the Internal Revenue Service can actually help businesses and employers save money! Secondly, the IRS encourages business owners and employers to use these incentives.

**Remember the old business adage “The bottom line is the bottom line?” In today’s highly-competitive global market, this adage still applies. Every business owner and organization is looking for a critical advantage over his competition. Maximizing profits, limiting expenses, and offering a solid return on investment for stakeholders is a priority.**

### The Disabled Access Credit IRS Code Section 44

The Disabled Access Credit is available to small businesses for expenses paid or incurred to comply with the ADA. The small business must have 30 or fewer full-time employees or have revenues below \$1,000,000.

Under this credit, 50% of the expense over \$250 and not exceeding \$10,250 is applicable. The credit may not exceed \$5000 annually. The credit is subtracted from your total tax liability.

What are eligible expenditures? Reasonable expenditures that are made to comply with the ADA, like: removing architectural, communication, physical, or transportation barriers; sign interpreters; modifying or purchasing equipment and materials. This credit cannot be applied to new construction expenses.

### The Barrier Removal Deduction IRS Code Section 190

All businesses are eligible to take this deduction which is available to make facilities or public transportation vehicles more accessible.

The deduction, which is subtracted from total income to establish taxable income, cannot exceed \$15,000 annually. Amounts over \$15,000 may be depreciated.

What are eligible expenses? Expenses which can be specifically attributed to the removal of existing barriers such as steps, narrow doorways, inaccessible parking space, inaccessible toilet facilities, or transportation vehicles, are applicable. Expenses incurred in the construction or comprehensive renovation of a facility or in the

## FINANCIAL INCENTIVES





REMEMBER ...

- It is always advisable to consult with your tax accountant or advisor to insure that you are properly using the tax incentives available to businesses and employers.
- Each of the financial incentives may be used by your business annually.
- Using these financial incentives will not automatically trigger an IRS audit.

normal replacement of depreciated property is not deductible.

Equal access is not only required by law, but is just good business sense. By insuring accessibility, you are tapping into a greater share of a potential market base. Plus, accessible buildings have a higher resale and rental value!

The Work Opportunity Tax Credit, or WOTC

WOTC is available to employers who hire Vocational Rehabilitation referrals or Supplemental Security Income recipients. A credit is available for each new hire and there is no limit placed on the number of new hires under WOTC.

WOTC is available on up to 40% of the first \$6,000 in wages, or \$2,400, paid in the first 12 months of employment. The tax credit is subtracted from the total tax liability.

For a new business start-up or for a small business operation, WOTC can have a dramatic and immediate impact on business expenses. For all employers, it offers a real opportunity to build a loyal and reliable employee base.

There is menial paperwork associated with the Work Opportunity Tax Credit and there is no hidden requirement to retain an employee if they aren't meeting the job requirements. You have the right to hire, fire, or promote the most qualified, deserving individual.

ACCESSIBILITY ANALYSES

Every business or organization in the state has at least one individual who is an integral part of the success of that business or organization. The question that poses a challenge to many of these operations is, "What happens if that individual incurs a disability?" An additional question that the competitive environment for workers is creating is "What happens if I find an individual who is qualified for the job, but who may need an accommodation?"

Many employers labor under the misperception that reasonable accommodations are very expensive and will be a financial burden to their operation. Not true. Most employees with a disability don't require special accommodations. If they do, the accommodations are often inexpensive, with 20% costing nothing and the average cost below \$500.

It is often estimated that it may cost a business, on average, \$25,000 to train a new employee and integrate them into the company's workforce. It is simply more cost-effective to keep an existing employee who incurs a disability as a part of your workforce by making a reasonable accommodation.

RCS services is designed to present you with accessibility options and solutions.

Of equal importance in today's highly competitive marketplace is ensuring that all your potential customers can effectively

access your goods or services. Whether through physical access or electronic access, your goal is to connect your customers to your product or services. To effectively accomplish this, you need to understand the changing market dynamics and your options.

Do you realize that a person now has a 51% chance of incurring a disability in their lifetime, or that one-in-five North Dakota citizens has a disability, or that one-in-three North Dakota families has a family member with a disability? Nationally, individuals with disabilities have a discretionary spending power of \$220 billion. Is your business or organization making the accommodations to tap into this market segment.

RCS services are designed to present you with accessibility options and solutions. RCS consultants conduct:

- Job analyses
- Site evaluations
- ADA consultations and referrals

Plus, RCS can offer you options on:

- Job restructuring
- Reasonable accommodations
- Assistive technology

RCS is the leader in disability-related solutions and we can help your business or organization develop progressive and proactive approaches to accessibility and accommodation issues.



Form 8850 Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits (Rev. October 2002) (OMB No. 1545-1000)

Job applicant: Fill in the lines below and check any boxes that apply. Complete only this side.

Your name \_\_\_\_\_ Social security number \_\_\_\_\_

Street address where you live \_\_\_\_\_

City or town, state, and ZIP code \_\_\_\_\_

Telephone number ( ) \_\_\_\_\_

If you are under age 25, enter your date of birth (month, day, year) \_\_\_\_\_

Work Opportunity Tax Credit

1. ☐ Check here if you received a conditional certifi local agency for the work opportunity credit.

2. ☐ Check here if any of the following statements:

- I am a member of a family that has received 9 months during the last 18 months.
- I am a veteran and a member of a family t months.
- I was referred here by a rehabilitation agenc
- I am at least age 18 but not age 25 or olde
- Received food stamps for the last 6 mo
- Received food stamps for at least 3 of t
- Within the past year, I was convicted of a f was a member of a low-income family.
- I received supplemental security income (SS

Welfare-to-Work Credits

3. ☐ Check here if you received a conditional certifi welfare-to-work credit.

4. ☐ Check here if you are a member of a family th

- Received TANF payments for at least the la
- Received TANF payments for any 18 months after August 5, 1997, ended within the last
- Stopped being eligible for TANF payments t time those payments could be made.

Under penalties of perjury, I declare that I gave the above information to my knowledge, true, correct, and complete.

Job applicant's signature \_\_\_\_\_

For Privacy Act and Paperwork Reduction Act Notice, see p

Conditional Certification Work Opportunity and Welfare-to-Work Tax Credits

1. INITIATING AGENCY CODE (For Agency Use Only)

2. CONTROL NO. (For Agency Use Only)

3. TYPE OF CONDITIONAL CERT. ("Y" = One)

4. FOR EX-FELON TARGET GROUP ONLY.

5. WAGE:

6. No. of Family Members:

7. Correctional Institution ID No:

8. Conviction or Release Date:

9. State Workforce Agency's Name and Address:

10. SIGNATURE (Authorized Official)

11. TELEPHONE NO.

PART I. INTRODUCTION

9. NAME OF INDIVIDUAL (Last, First, Middle)

10. SOCIAL SECURITY NO.

11. ADDRESS (Number, Street, City, State, Zip Code)

12. TARGET GROUP CODE ("Y" = One)

13. GROUP (WWTWC)

14. APPLICANT'S SIGNATURE:

NOTE TO EMPLOYER:

14. The above named individual may be eligible for certification under the Work Opportunity and/or Welfare-to-Work Tax Credits as authorized under the IRS Code, Sec. 51 or 51A. If the person is not employed before (the day, 1997) this eligibility determination is subject to review.

15. In the event you hire this person, you should request the certification necessary for you to claim a Work Opportunity and/or WWTWC. Simply, complete and sign the Employer Declaration below, mail to the BWA or Designated Local Agency together with the FIOD, not later than the 21st day after the applicant starts work, and the Employer WOTC and/or WWTWC Certification Form will be returned to you, if all statutory requirements have been met.

PART II. EMPLOYER DECLARATION

1. HEREBY, DECLARE that the above named person was or will be employed by:

16. NAME OF FIRM:

17. POSITION/JOB TITLE:

18. EMPLOYMENT START DATE (Mm, Day, Yr):

19. STARTING WAGE: \$ per hour

20. EMPLOYER'S NAME AND SIGNATURE:

21. DATE:

Please send a WOTC ( ) WWTWC ( ) certification(s) for this employee. The certification is for the purpose of obtaining benefits of the WOTC under Sec. 51 and/or the Welfare-to-Work Credit, under Sec. 51A of the Internal Revenue Service. Employers are advised that such credit will cease immediately upon notification of any subsequent invalidation. Employers are further advised that if the certification herein requested is for a member of the SUBSIDIZED YOUTH target group, the tax credit for which he/she may be eligible is subject to the limits described at Sec. 51 (b)(7) of the IRS Code.

NOTE: Falsification of data on this form is a FEDERAL CRIME in violation of 18 USC 1001. Falsification of work or concealment of information is PUNISHABLE by a fine or imprisonment.

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ETA-9082 (Rev. July 2002)







## EDUCATION & TRAINING

Knowledge, awareness, and understanding are the keys to creating a positive working environment.

### Diversity.

If you were to ask a Human Resource professional what one key aspect of today's North Dakota workforce is, and one of the biggest challenges for business owners and employers is, the answer would most likely be "diversity."

Your business knowledge needs to go far beyond finances and manufacturing or sales processes. You need to understand the complexities of dealing with a diverse workforce. Whether cultural, gender, religious, or racial, these complex issues must be a primary focus of management.

Understanding disabilities is an important aspect of this list.

Knowledge, awareness, and understanding are the keys to creating a positive working environment for all employees, especially individuals with disabilities. There are far too many misperceptions and myths surrounding these issues that are affecting over one-fifth of our state and nation's population.

Whether an employee with a disability, or a customer with a disability, it is important that your entire staff understands how to deal effectively with this issue. RCS can assist your employees in developing a broader understanding of the diversity in today's workplace and marketplace.

RCS services include educational and training programs focusing on:

- Disability awareness
- Disability etiquette
- Sensitivity training

Additionally, RCS can provide the latest information and education on the Americans with Disabilities Act, or ADA. It is imperative that every business owner, manager, employer and employee understand this critical federal disability legislation.

The ADA is a pro-business and pro-individual with disability law, despite common misperceptions. It is a positive piece of legislation designed to protect businesses as much as those individuals who may have a permanent injury, illness, or impairment.

RCS can show you and your employees how to turn this misperception into a positive, business building approach to enhance your share of the marketplace and to have a positive impact on the community in which you live and do business.

Agriculture is more than just an industry in North Dakota; it is a heritage, a way of life. Farm or ranch operators know all too well the many challenges facing their ag operations. The economies of the state's small towns are largely dependent on the success of local farms and ranches.

The North Dakota farmer and rancher is at the heart of our rural economy. It is important that all North Dakotans work together to ensure that these agribusinesses continue to meet the challenges of today's world. RCS Rural Services was created with agriculture in mind.

RCS Rural Services are available to farmers, ranchers, and people living in the rural community who are experiencing difficulties doing their job because of a permanent injury, illness, or impairment. It is designed to assist ag operations and other rural businesses to keep operating.

Most services are provided to eligible individuals at no cost. However, some services are based on a sliding fee scale, so there may be a minimal cost to the individual.

RCS Rural Services works by first identifying problem areas. A review of daily work tasks is conducted to identify problem work areas. Secondly, potential solutions are identified. Finally, follow-up is conducted to ensure that the solutions that were put into place work.

## RURAL SERVICES

Training is a critical part of RCS Rural Services success. Each RCS consultant receives comprehensive training on the proper ways of identifying problem areas and offering potential solutions. We strive to ensure that we have the latest information and resources so an informed choice can be made on the most effective solution to be put into place.

Ultimately, RCS Rural Services benefits the local business owners and employers in the state's rural communities. A strong ag economy means a stable and growing local economy. By working to ensure that farmers and ranchers can maintain their ag operations, RCS Rural Services has a positive impact on "main street" businesses.

These very same businesses can benefit from all aspects of RCS services. Whether through assistance with staffing, education and training on disability-related issues, or with help in understanding financial incentives that they may be eligible for, rural business owners and employers can take advantage of the entire spectrum of RCS resources and programs.



To view an overview of RCS Rural Services on DVD, VHS, or to obtain additional information, contact the RCS Rural Services representative at the regional RCS office near you.

# RESOURCES



## Rehabilitation Consulting & Services

Disability Services Division  
800.755.2745  
[www.nd.gov/humanservices/business/rehabconsult](http://www.nd.gov/humanservices/business/rehabconsult)



## North Dakota Department of Human Services

Executive Office  
800.472.2622  
[www.nd.gov/humanservices](http://www.nd.gov/humanservices)

## Additional Resources Critical to Your Business or Organization:

### Job Accommodation Network

800.526.7234 (V, TTY)  
[www.jan.wvu.edu](http://www.jan.wvu.edu)

### U.S. Dept. of Justice Business Connection

800.514.0301 (V)  
[www.ada.gov](http://www.ada.gov)

### Office of Disability Employment Policy

[www.dol.gov/odep/pubs](http://www.dol.gov/odep/pubs)

### Equal Employment Opportunity Commission

800.949.6000 (V)  
[www.eeoc.gov](http://www.eeoc.gov)

### U.S. Dept. of Education

National Institute on Disability and Rehabilitation Research  
[www.adaportal.org](http://www.adaportal.org)

*A comprehensive website covering all aspects of the Americans with Disabilities Act*

## Essential Publications for the North Dakota Business Owner and Employer

ADA Questions & Answers  
ADA Guide for Small Businesses  
DOJ's ADA Business Briefs  
The ADA: Your Responsibilities as an Employer  
The ADA: A Primer for Small Business  
The ADA Accessibility Guidelines (ADAAG)

These publications may be viewed, downloaded or ordered at

Rocky Mountain  
Disability & Business  
Technical Assistance Center  
800.949.4232

[www.adainformation.org](http://www.adainformation.org)

or

[www.adaportal.org](http://www.adaportal.org)

